

CONSUMER COMPLAINT FORM TELEMARKETING

Montana Department of Administration
Consumer Protection
Telemarketing Fraud Unit
PO Box 200151
Helena, MT 59620-0151
(406) 444-4500



This office enforces the Montana Telemarketing Registration and Fraud Prevention Act (Sec. 30-14-1401 MCA). We investigate complaints involving misrepresentations, deceptive practices or fraud that occur in connection with the sale or advertisement of goods or services via telephone solicitations. Please complete this complaint form and mail it to us. (Emails are not accepted)

WE WILL SEND A COPY OF THIS FORM TO THE BUSINESS FOR THEIR RESPONSE, SO PLEASE WRITE LEGIBLY.

Please print with ink only or type

SUBJECT OF COMPLAINT	
NAME OF BUSINESS:	_____
NAME OF PERSON YOU SPOKE WITH:	_____
PHONE NUMBER:	_____
BUSINESS ADDRESS:	_____
CITY/STATE/ZIP:	_____

Your Name	_____	_____	_____
	Last	First	Middle
Street Address	_____		

	City	State	Zip Code
Telephone	()	()	()
	Home	Work	Daytime

1. First contact between you and the business (Please check one):

____ I received a telephone call from the business.

____ I telephoned the business. (Explain why) _____

____ Other: _____

2. Where did the transaction take place (Please check one)?

____ Over the phone

____ Other? Explain: _____

3. Date(s) of Call(s): _____

4. Did you ask the caller to "put you on their NO Call list"? YES () NO ()

5. Did you sign a contract? YES () NO () (If yes, please enclose copy)

6. Amount of payment: \$ _____

Method of payment (Please check one):

Cash____ Credit Card____ Loan____ Check____

Date check was cashed (from your bank statement, if available:) _____

Have you contacted your credit card company to request a credit to your account?

YES () NO ()

7. Do you have a private attorney representing you in this matter? YES () NO ()

8. Have you complained to the business? YES () NO ()

If yes, when? _____

What was the business' response: _____

[illegible]

DATE: _____ SIGNED: _____

The following voluntary information will help us determine who we serve. This data will be used for statistical purposes only.

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